



Human Services Department



Suzanne Shenfil, Director

Arquimides Caldera, Deputy Director

Annie Bailey,
Administrator

Judy Schwartz,
Administrator

Karen Grimsich,
Administrator

Youth & Family Services (YFS) 574-2100

YFS promotes healthy child and teen development through counseling programs that address problem behaviors and strengthen family relationships. Programs include Infant Toddler Program, Healthy Choices School-site Counseling, Crisis Intervention and follow up for at-risk teens, in addition to Parent Education workshops and classes.

Fremont Family Resource Center (FRC) 574-2000

The FRC has over 25 State, County, City, and nonprofit social services agencies co-located under one roof which provide multilingual services that include financial services, Cal Fresh, tax services, youth development and counseling, housing information, mental health services, social service coordination, workshops, employment assistance and support groups.

Aging & Family Services (AFS)

AFS supports an aging-friendly community through a continuum of services designed to allow seniors to remain independent.

Fremont Senior Center
790-6600

Senior Helpline
574-2041

Transportation for seniors and people with disabilities

Fremont Paratransit
574-2053

Make a Donation

For more information about our programs, go to Fremont.gov/hs
You can also now donate online at Fremont.gov/hsdonate



Human Services Department



Photo Credit: Michael Sparks



2012/13 Community Report

“Human Services works to support a vibrant community through services that empower individuals, strengthen families, encourage self-sufficiency, enhance neighborhoods and foster a high quality of life.”

For info: www.Fremont.gov/hs | To donate: www.Fremont.gov/hsdonate

Telling the Stories...



Infant Toddler Program

Pablo, a 3-year old, was referred by his pediatrician to Human Services' Infant Toddler Program (ITP) because he was not talking much and was fearful of everyday objects. A bi-lingual therapist worked collaboratively with Pablo's parents, helping them navigate a complex system of services, which included the Regional Center of the East Bay, local school district and Children's Hospital in Oakland. With this support, Pablo's parents were able to gain a greater understanding of their son's needs and strategies for parenting and emotional support. Pablo was able to receive early intervention services, which will help him meet important health and developmental milestones and get him on track for school in the future.

Family Support Services

"My name is Julie and I am a single mom with two young children. I came to the Family Resource Center (FRC) facing some big challenges. I was depressed, suffering from the effects of domestic violence and living in an overcrowded housing situation. Working with a counselor at the FRC, I was supported emotionally while a Family Support Specialist helped me find a job. In four months I was working full time as a medical assistant and was able to move into my own apartment. I feel much better about my life and have higher self-esteem, confidence and motivation and no longer need public assistance. I continue to work with FRC staff and am now participating in SparkPoint, a program to help me become more financially self-sufficient and build assets. I am working on improving my credit and learning how to save money for my children's education. I am grateful to all of the wonderful staff at the FRC; they have been there for me when I most needed help."

Senior Support Services

Why are Human Services so important? Because living on her own, (with a little help) is the most important thing in the world to Mrs. A. She'll be the first person to tell you that being 85 years old and living alone on \$900 is not easy. She says the isolation and loss she feels can be overwhelming, not to mention the pain she feels everyday from arthritis. But, the support she receives from her Older Adult Service Specialist makes all the difference in the world to her health and security. She now has regular hot meals, daily phone checks to make sure she is doing well and an emergency response necklace that beckons help if she needs it.



Telling the Stories...

A Royal Visit to Fremont

This November, Her Royal Highness Princess Soamsawali Mahidol of Thailand and her royal entourage spent the day at Fremont's Senior Center. This was the Princess's second trip to Fremont. She first visited the Fremont Senior Center back in 1996 where she apparently had such a fantastic time she couldn't resist a return trip.

Many senior volunteers and city staff helped to roll out the red "hospitality" carpet. The Mayor presented the Princess with the key to the City and seniors demonstrated Zumba, Tai Chi, Hawaiian and Chinese dancing. Senior Center Chef's Ron Narayan and Jeff Castillo prepared a 5-star lunch complete with apple pie.

The day ended with the Canyon Band playing a medley of songs starting with Frank Sinatra, a royal favorite. As the dance floor began to fill with seniors, the band switched to Rock'n Roll favorites. And finally, the dance, not even a Princess could resist, as the singers coaxed us with "Let's do the Twist"!



Planning for the Future in 2014

The Human Services Department is excited to share many new additions and expansions to our programs and services in 2014:

- Excuse our dust as we expand and remodel the restrooms at the Fremont Senior Center.
- Take advantage of FRC SparkPoint Services in the Union City Kids Zone as well as VITA tax assistance at the Holly Center.
- Alcohol and Drug Intervention counseling and groups for teens are underway and growing at Youth and Family Services and you will also see in 2014 a new Parenting series in Mandarin, thanks to a grant from Kaiser.
- New CDBG Capital projects are underway. Look for the ground breaking for a new Memory Loss Center for the community at the Dominican Sisters' Mother House; CURA Drug and Alcohol Residential Treatment Program will have a new and expanded kitchen for residents; and Bay Area Community Services will expand its senior day care and mental health facility in Irvington.
- An improved Tri-City Taxi Voucher Program will be launched once a qualified local taxi company to provide services is selected. The program will provide same-day, affordable taxi rides for seniors and people with disabilities who are currently enrolled with their local, city-operated paratransit programs.
- Fremont Paratransit is working with Life ElderCare's VIP Rides Program, a volunteer driver/escort program, to provide door-through-door assisted transportation for seniors and people with disabilities beyond the current Tri-City service area. The pilot project will be aimed at Tri-City residents who need destination assistance when they travel and who do not have a relative, friend or caregiver to take them to medical appointments in Palo Alto and Hayward.

City Council and Commission Members

Fremont City Council
▶ **Bill Harrison**, Mayor ▶ **Vinnie Bacon**, Vice Mayor ▶ **Anu Natarajan**, Councilmember
▶ **Suzanne Lee Chan**, Councilmember ▶ **Raj Salwan**, Councilmember ▶ Fred Diaz, City Manager

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Thank You to Our Funders & Partners

Public Partners	Foundation/Non-Profit/Corporate Partners	Individual Donors
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▶ California Department of Aging	▶ East Bay Foundation on Aging	▶ Oonagh and Michael Lanigan
▶ City of Oakland <ul style="list-style-type: none">• Alameda County-Oakland Community Partnership	▶ Eden Housing Inc.	▶ Ross Smart & Suzanne Shenfil
▶ City of Newark	▶ Fremont Bank	▶ Sarah Prudhom
▶ City of Union City	▶ Fremont Hospital	▶ Tom & Donna Smyth, Michael McNevin, Han Trinh (St. Nick's of Niles Benefit Concert)
▶ First 5 Alameda County	▶ Harriet Despeaux Trust	
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▶ U.S. Department of Agriculture	▶ Niles Main Street Association	
▶ U.S. Administration on Aging	▶ Niles Pies	
	▶ Niles Rotary Club	
	▶ The Arthritis Foundation	
	▶ The San Francisco Foundation	
	▶ United Way of the Bay Area	
	▶ Y&H Soda Foundation	

And many more...

Suzanne's Message

This report highlights some of the major accomplishments of the City of Fremont Human Services Department in 2013. The Human Services Team is proud to help make Fremont a great city by striving to strengthen families and youth, promote economic success for all our residents, create an aging friendly community and engage a caring community.

We truly believe, *"No act of love or kindness, however small, is ever wasted,"* so I would like to share with you a few reflections from Human Services Staff members about "behind the scenes" moments which meant the most to them personally this year:

- "My date this year for Seniors Night Out lives in a nursing home and had nothing to wear. So I selected three nice dresses from my closet and let her choose the one she liked best. She looked great and she told me it was the best night she'd had in years."
- "We love the look on our interns' faces at Youth and Family Services at the end of the year, as we regale them with a good-bye poem. This year's poem included 24 stanzas, acknowledging each intern's contributions."
- "My special moment comes each time I see how grateful a family is when they receive health insurance at an affordable price."
- "I love watching the young people I counsel successfully get off of probation and back on the track with their lives."
- "My favorite time of the year is when I help organize Human Services' holiday 'Giving Hope' program, which provides gifts and food baskets to families and seniors who are isolated and without resources."
- "My biggest reward comes in helping capital construction projects improve the community, such as the 27 units of affordable ownership housing to be built by Habitat for Humanity."
- "I was proud to provide technical support to a new non-profit, Drivers for Survivors, which launched a volunteer driver program to help cancer patients get to and from their appointments."
- "Helping one of my senior clients, who is an artist, fulfill his dream of sending one of his art works to Mr. Obama, took lots of follow-up with folks in Washington, D.C., but seeing the smile on the senior's face when he got a personal thank you note signed by the President, was worth my persistence!"

We encourage all those who read this report to practice "random acts of kindness" in 2014, and to remember the words of Gautama Buddha: *"Resolve to be tender with the young, compassionate with the aged, sympathetic with the striving and tolerant with the weak and wrong. Sometime in your life, you will have been all of these."*

We thank our local policy makers, funders and community partners and look forward to more successes in the New Year. We are proud to present our Community Report for 2012-13.

Best wishes,


Suzanne Shenfil, Director
Human Services Department



Strengthening Families and Youth ...Best Practices

“Why Try” Groups

This year the FRC’s Family Support team facilitated two Why Try groups, at Kennedy and Robertson High Schools. Why Try is a group curriculum designed for at -risk youth that incorporates music, physical activities, and shared personal testimonies. These components help provide students with a safe place to build self-esteem, positive life skills and discuss current life stressors impacting their lives. The groups were composed of students ranging in age from 15-18 years. The Why Try group interventions were powerful for the students helping to guide them to make better choices in their lives. Students reported:

- Increased confidence
- Improved grades and school attendance
- Graduation from high school



“I learned how important it is to make small changes in my life, by setting daily or weekly goals. It is better to succeed at something small, than go out and do something big, and just end up failing or falling back into old patterns which aren’t working.”

— Alina

Youth Employment and Empowerment Academy

A partnership between YFS, Fremont Unified School District and Union City’s Highway to Work youth employment program enabled 15 youth on probation to participate in an enriching and effective education and work summer program. Designed to reduce recidivism, improve academic achievement and develop social and life skills, the program also provided opportunities for probation youth to gain employment skills and work credits towards graduation. By the end of the program, staff saw marked improvement in participants’ social and life skills. Students also indicated an increased awareness of the health and social implications of drug and alcohol use. In addition:

73% (of 15 students) had perfect attendance; **87%** graduated with certificates of completion; **91%** identified a life goal with some level of confidence; and **100%** developed employment resumes and gained 20 hours of weekly employment.

Volunteer Counseling Interns Provide Valuable Services City-Wide

Each year, YFS Volunteer Counseling Interns, located at 20 Fremont Unified School District campuses, the YFS Youth Service Center clinic, and the Police Department Youth Diversion program, provide mental health services to over 500 local children and families. The program provides:

- over 18,000 service hours to youth and families; and
- approximately \$800,000 in savings based on volunteer counseling hours

The benefit felt in the community, however, lies in the early intervention the program provides for students and families in need; the improved community environment, and the improved City, School District and Police Department coordination of mental health and youth diversion.

“First, we maintain the ability to intervene with students who are deeply in need, and second, the entire school benefits because counseling shortens the crisis periods of hundreds of kids in the course of a school year since we (school staff) are not trained to handle the juvenile crisis.”

— Former Kennedy High School Principal Tom Hanson

Fremont’s Senior Helpline

Fremont’s Senior Help Line, answered in English, Farsi, Spanish, Mandarin and Tagalog, and is designed to help callers find any resource a senior needs. “Fremont is fortunate to have a wide array of services to offer those over age 60 which include home visit assessments and service coordination, emotional and mental health support and services for caregivers” says Mandy Zamani, who manages the Helpline, and whose expertise helps callers get connected to the right place.

This year, the Senior Helpline has responded to over 1,186 calls. About 10% of these calls involve multiple complex issues and they are referred on to City social and mental health workers, for home visits and closer follow-up. Calls come in from seniors directly, but often they come from professional staff in the community, neighbors, pastors and family members living locally and in other areas. The Senior Helpline gives people peace of mind because they can go to one place and get their questions/concerns answered. The goal is to keep seniors safe in their homes for as long as possible and we are happy to promote it!

Senior Helpline
(510) 574-2041

Serving individuals 60+ and their families in Fremont, Newark and Union City, CA



Transportation and Mobility

Last fiscal year, the Tri-City Mobility Management Program helped 338 seniors and persons with disabilities access needed transportation services. The program works with each individual to assess his/her transportation needs, find the best modes of travel for those needs, complete necessary applications, and make transportation arrangements as needed.

Cole Lewis and his family know first-hand what it’s like to struggle with transportation access. Cole was 18 when he suffered a spinal cord injury in November 2012. His family had difficulty finding affordable, wheelchair-accessible transportation for Cole’s medical appointments and therapy. “Paying \$130 for an accessible van ride was out of the question,” said Cole’s mom, Jolyne, who heard about the program through the principal at Cole’s school. Within two days of making contact with program staff, Cole was enrolled with both Fremont Paratransit and East Bay Paratransit and had accessible transportation to get to his critical medical appointments. “I am grateful for all the help I received from program staff,” Coles states, adding, “They got me enrolled with East Bay Paratransit so that I could get to Sci-Fit, a spinal cord injury rehabilitation facility in Pleasanton. All the services and support have really helped me with my recovery this past year.”

For help with any transportation-related need, contact the Tri-City Mobility Management Program at (510) 574-2053.



Thanks to a special partnership with BART, the Human Services Department issued **1,851 Senior Clipper Cards in 2013, helping seniors save 100’s of dollars a year!**

Home Is Where I Want to Be

If you ask older adults where they want to live, you will hear a loud “At Home!” Aging and Family Service staff agree. In fact, the core of our mission is to support people to ‘age in place’ in our community. Last year, our Older Adult Service Specialists provided 2,500 visits to seniors in their homes. These visits help us develop trusting partnerships with our clients and their families; identify home safety concerns; and make a plan to insure that our clients could continue to live at home. In one client’s words, “the home visits that your staff make are very important to us because they show your concern for our well-being.”

A New Home and a New Beginning

After months of being homeless and living temporarily with family, Kathleen succeeded in securing housing at Cottonwood Place in Fremont, an affordable senior housing complex developed by Eden Housing with the help of City funding. Living at Cottonwood provides Kathleen more than just the opportunity to be near her children; it provides her with stability and independence at a price she can afford.

But moving into a new place has its challenges. That’s where Monica Gloria, of the Human Services Department comes in. She serves as the Resident Services Coordinator of this 99-unit complex, which houses seniors with many different cultural backgrounds. It’s her job to make sure everyone feels a part of this new senior community. Organizing many activities from cooking and computer classes to Tai Chi and walking groups, Monica helps seniors stay healthy and active while meeting their neighbors and making new friends. Monica also ensures that Paratransit and other support services are available to all residents who need them.



Monica Gloria (3rd from left) surrounded by Cottonwood residents

“Cottonwood is such a positive place, neighbors really do care about each other. I feel privileged to be part of this community.”

– Kathleen

Preparing for Changes in Senior Health Services

California has just begun to launch the Coordinated Care Initiative (CCI), a change in health policy affecting seniors and people with disabilities in eight counties, including Alameda County. The CCI will change the way people who have both Medi-Cal and Medicare (who are referred to as “Duals”) receive services. Called the “Duals Demonstration”, it will combine Medicare and Medi-Cal through Managed Care Plans to coordinate health care and long-term services and supports. Today, most consumers receive medical care from one set of providers (doctors, hospitals) and supportive services from another (home care, meals-on-wheels). Your doctor may never know that you receive meals on wheels or that you need in-home care. The intent of the CCI is to integrate services, financing, and care coordination, thereby improving health and lowering costs. City of Fremont staff are monitoring these changes and working to insure our older adults are informed and do not have interruptions in their care.



Starting July 2014, over **8,000** low income seniors in the Tri-City area will begin to enroll in the Cal Duals program.

Strengthening Families and Youth ...Best Practices

Safe and Sound

A Poem by
Corrina Fernandez

Age 18

Youth & Family
Services



Safe and Sound

“Safe and sound” has a nice ring to it
Makes me think of my parents,
our fireplaces in the winter,
their delicious meals during the holidays,
embraces, the roof over my head since birth.

The phrase “safe and sound”
sounds a little different to me now
Makes me think of the little engine that could,
and how they told me I could be anything when I grew up

Baby Cory is growing up
And old enough to decide
So the question crosses my mind a hundred times a day
I can be anything. What will I be?
I can’t answer that question easily
in terms of careers and job history because I have no history-
it’s still in the making

However, when I grow up, I want to be the safety net,
and one day- the parent,
I want to prepare the holiday feasts
and maintain the roof above my head
and one day my little one’s head
I want to start the fireplace to keep everyone warm,
and I will be unmoved by the flame
I won’t be afraid to be burned because my flesh is on fire.

With content
With safety
With bravery
Nothing can take this away
In the words of MC Hammer
You can’t touch this.

FRC helps connect Family and School through Art

Roman Gomez, a police officer, the father of three kids, and a man with great artistic skills, knows the importance of modeling community service to his children and teaching them how to make a difference. Roman was interested in helping his son Jordan, a high school senior, find meaningful community service activities where he could give back to the community.

Roman decided that the Searles Map Project, the drawing and painting of a large map of the United States on Searles Elementary School’s playground, was the perfect opportunity. In collaboration with the Human Services Department’s Family Resource Center, the Gomez family brought creativity, color and community awareness to Searles. Way to go Gomez family!



“Helping this school when I know funding is limited makes me happy. The kids will enjoy the map every time they go out for recess or for class time lessons.”

– Jordan Gomez and Family

Promoting Family Economic Success/ Helping Families Become Self-Sufficient



Covered California Launches!

Covered California, the State's new online health insurance marketplace for the Federal Patient Protection and Affordable Care Act (ACA), launched on October 1, 2013. This new online marketplace can assist individuals, families, and small businesses to compare high quality affordable health insurance plans and choose the one that works best for their health needs and budget. Under ACA, all legal residents must have health insurance. Coverage will start January 1, 2014, and open enrollment will continue through March 31, 2014.

Many low income individuals and families will be eligible for premium assistance, or for low-cost or no-cost Medi-Cal. Also, by law, individuals can no longer be denied coverage or charged more for the existence of a pre-existing medical condition.

We're Here to Help

For more information on Covered California, visit www.CoveredCA.com or call (800)300-1506. The Department's Family Resource Center and partner agency Fremont Healthy Start / East Bay Agency for Children, can also provide information and assist in enrolling for coverage. For more information call 574-2000 or 656-4206 ext. 109. And if you're interested in updates on Covered California, please "like" the Fremont FRC on Facebook at [Facebook.com/FremontFRC](https://www.facebook.com/FremontFRC).

A Self-Sufficiency Program

Do you know of someone who is living pay check to pay check, struggling to pay rent, at risk of being evicted, and ready to make a change?

The Department is excited to add another great resource at the Fremont Family Resource Center. Stay Housed assistance is designed to help families to avoid eviction and prevent homelessness due to a financial crisis. It provides time limited partial rental subsidies to eligible participants as they transition from financial instability to self-sufficiency.

Tenants receiving Stay Housed assistance will participate in the SparkPoint Program which helps low-income individuals/families obtain economic success and build assets. Tenants will meet with a financial coach to work toward the goals of increasing income, decreasing debt, improving credit, and managing personal finances. Call 574-2020 for more information.



SparkPoint Fremont FRC - Our First Year!

SparkPoint Fremont FRC assists low to moderate income Tri-City families to achieve their financial goals. SparkPoint includes a robust network of partner organizations and offers a wide range of services to help families get on their feet and become self-sufficient, including financial and career coaching and education; credit repair; free tax preparation; matched savings accounts; peer lending circles; consumer legal services; housing and childcare assistance; and nutrition programs.

In our first full year of operation, SparkPoint Fremont FRC served 175 clients. 75% of our clients succeeded in having positive economic mobility. Economic mobility means increasing income, credit score or savings, or lowering debt/income ratio. Many of the clients made positive movement in more than one of these areas.

For more information or to register for SparkPoint services, call 510-574-2020.



Engaging a Caring Community

Community Ambassadors Connect Seniors to Services

This year, our award-winning, nationally recognized, locally implemented Community Ambassador Program for Seniors (CAPS) celebrated over 5 years of providing information and referral support to older adults! Representing over 12 ethnic, faith, and community organizations, Community Ambassadors serve seniors in their own language, within their own cultural norms, and do so where seniors live, worship, socialize, and learn. They serve as a bridge between the formal network of social services and help seniors navigate through the large, often confusing maze of resources available to them. Among those served this past year, most seniors needed support with:

- health benefits (21%)
- health-related concerns (17%)
- transportation options (15%)
- social security (11%)
- social/emotional support (10%)

65 Certified Community Ambassadors
contributed **2200+** volunteer hours,
and served **600+** Tri-City older adults.



Volunteer CAPS Site Coordinators

Mental Health First Aid

It is very likely that someone you know – a family member, friend, co-worker or neighbor - is experiencing a mental health illness or crisis. Do you know how to respond or do you feel that interacting with someone with mental health problems is too much for you? The City of Fremont Human Services Department in partnership with Alameda County Behavioral Healthcare Services offers an 8-hour Mental Health First Aid (MHFA) course to local providers and residents. MHFA teaches a 5-step action plan that offers initial help to people showing signs of mental illness or a mental health crisis and then connects them with appropriate professional, peer, social or self-help care. To date, over 150 providers and residents have taken the 8-hour course. Attendees stated that the course increased their abilities to know how to empathically interact with those experiencing mental health problems.

Make A Difference Day - A HUGE SUCCESS!

On October 26, 2013, Fremont individuals, families, clubs, schools, churches and non-profit organizations joined together for a "national day of doing good." The annual Make A Difference Day, sponsored by the City of Fremont Human Relations Commission, is an opportunity for residents of Fremont to serve their community in a variety of practical ways. Volunteers assisted with 99 projects (an increase from 65 in 2012), including sprucing up community gardens, graffiti removal, mural painting, oil changes for single parents, yard projects at mobile home parks, debris clearing and trail maintenance at local parks, and many others. This year built on 2012's successful Make A Difference Day, which was awarded 1 of 3 nation-wide City prizes, which included \$10,000 from Newman's Own Inc. Mark your calendar for this year's event on October 25th, 2014! For more information contact Project Manager Christine Beitsch at makeadifferenceday@fremont.gov or 510-574-2099.



Photo Credit: Ethan Chan